

Station Inn Oxenholme
Risk Assessment for the specific risk of Covid-19
26th June 2020

Assessment carried out by: David Hughes

Name	Role	
Andrew Hipwell	Owner	Review and Approval
David Hughes	Owner	Review and Approval
Wayne Taylor	Head Chef	Review and Approval
All staff		Review

Version Controls

Version No.	Date	Amendments
V0.1	27/06/20	First draft
Vol 2	2/07/20	2 nd draft all agreed

Contents

1.0 Introduction

- 1.1 The Hazard
- 1.2 Known routes of transmission
- 1.3 Main controls
- 1.4 Hierarchy of Controls

2.0 Staff Risk Assessment

- 2.1 Before Returning to Work
- 2.2 Pre-arrival
- 2.3 Arrival
- 2.4 Uniform Change/Removal
- 2.5 Moving around the building
- 2.6 Kitchen areas
- 2.7 Equipment and Machinery
- 2.8 Deliveries and Contractors arriving on the Premises
- 2.9 Other areas to consider with specific controls
- 2.10 Staff toilet use
- 2.11 Interactions with Customers
- 2.12 Interactions with Colleagues
- 2.13 Use of the Office Space
- 2.14 Staff Rooms
- 2.15 Leaving Work
- 2.16 When a member of staff or their immediate family feel unwell

3.0 Customer Journey

- 3.1 Capacity
- 3.2 Booking
- 3.3 Arrival – outside the property
- 3.4 Arrival – entering the property
- 3.5 Moving around / walking to tables
- 3.6 At the Bar
- 3.7 Ordering Food and Drink
- 3.8 Going to the Toilet
- 3.9 Paying
- 3.10 Leaving the premises

4.0 Cleaning and Hygiene Controls

- 4.1 Keeping the Venue Clean
- 4.2 Keeping the Kitchen Clean
- 4.3 Handwashing, Hand Sanitisation Stations and Toilets
- 4.4 Staff Room
- 4.5 Fruit Machine
- 4.6 Accommodation
- 4.7 Condiments and Cutlery
- 4.8 Take away
- 4.9 Camping

1.0 Introduction

To comply with current Government requirements for re-opening businesses in the hospitality sector, this document has been developed to form a framework for hospitality businesses to use an industry-specific template to carry out an assessment of risk of COVID-19 in their business and determine the controls necessary to reduce risks to those who work in and enter the premises. It differs to a “normal” risk assessment because this is a unique situation. The hazard, (SARS-CoV-2) is the same throughout, and the risks depend on the activities at various stages of the customer or employee journey in the premises.

This document has been developed as a hybrid of HACCP and a Risk Assessment, taking a step by step approach, to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff at various steps to therefore give confidence to guests, staff and enforcement agencies that due consideration has been given to this serious issue.

This document identifies the routes that people will typically take, either to carry out their jobs or as customers, identify what risks from coronavirus are involved, and subsequently how to take action to reduce these risks. These process steps may then need to be adjusted and reviewed, if it is found that the route or journey needs to be changed to ensure a safer environment, or if the legislation or government guidance changes.

Customers can be advised of actions taken to give confidence that the business has considered everyone’s safety. This will also be useful to ensure that customers know what the new “rules” are so that everyone’s expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

The controls noted in this document are over and above the normal food safety and health and safety policies and procedures that are currently in place.

1.1 The Hazard

Covid-19 is a respiratory disease that can invade a host via the respiratory route or via hand to eye / mouth / nose contact.

Any individual may be a symptomless carrier, meaning any of us could be shedding the virus, even without displaying any symptoms and thus we could pass it on either directly or indirectly to others.

- Other difficulties are that recovered cases may be infectious for an undetermined time, and it is not known what level of immunity is conferred on recovered cases. Furthermore, a recovered case who may have immunity may still spread the virus through touching contaminated surfaces and spreading the contamination by their hands.

We therefore must assume that the hazard of SARS-CoV-2 could be present in any staff or visitors to the premises and consider the risk mitigation accordingly.

1.2 Known Routes of Transmission

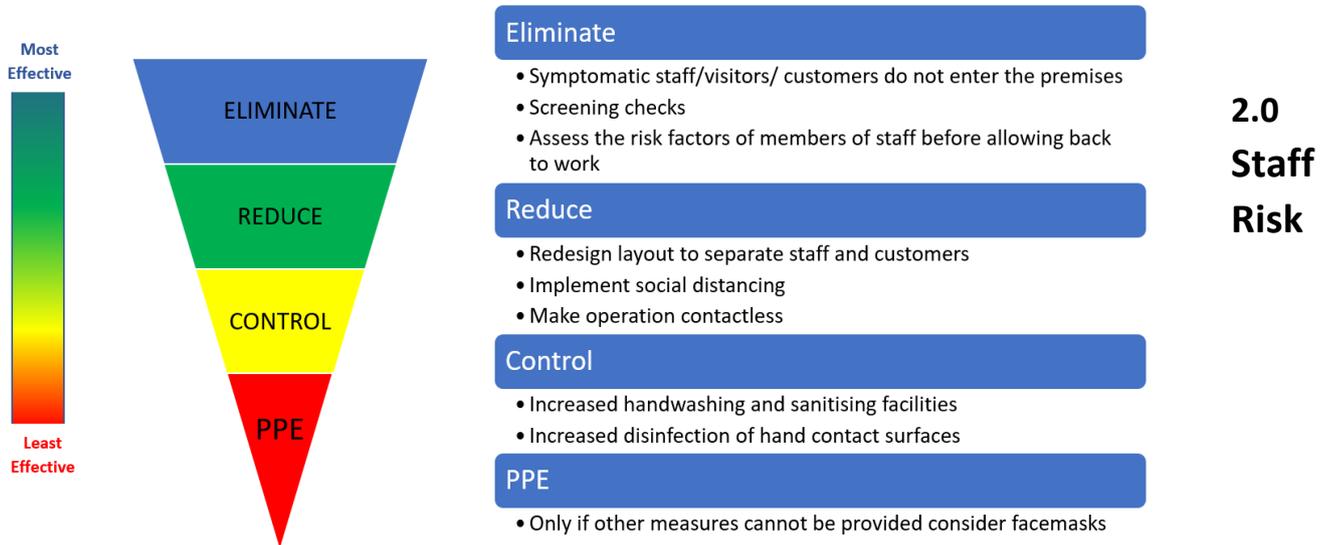
- Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people’s hands and transferred to their eyes, nose or mouth

1.3 Main controls

- Social distancing – 2m apart or 1m per table and guests are back to back or side to side

- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use
- Not touching eyes, mouth, or nose with contaminated fingers

1.4 Hierarchy of Controls



Assessment

Item No.	Area	Control
2.1	Before Returning to Work	<p>All employees will be contacted prior to return to discuss their own personal circumstances and whether they are happy to return to work. This is to ensure the safety and wellbeing of them and their families. This pre-return interview will cover:</p> <ul style="list-style-type: none"> - Their ability to work (e.g. childcare provisions may have changed) - If they are classed as high risk and have been shielding – or live with someone who is <p>Based on the responses, management will take these into consideration when arranging work rotas.</p> <p>All employees will be asked to complete an online training course, ensuring awareness of the diseases, how it is transmitted and how to help prevent the disease from spreading.</p> <p>All employees will be provided with details of the contents of this risk assessment, in particular, the elements of how the working environment has changed and how this will impact their role. DONE 3/7/20</p>
2.2	Pre-arrival	<p>As per current guidelines, if an employee is feeling unwell, they should not turn up to work, but call in advance to make the management team aware. They should then follow government guidelines before attempting to return to work.</p> <p>Travel to work:</p> <p>Employees should aim to travel to work avoiding public transport. Employees should aim for their journey to work be direct from their</p>

Item No.	Area	Control
		<p>home (e.g. avoid running errands/supermarket shops between leaving home and arriving at work)</p> <p>Front of house staff should dress for work shortly before arriving for their shift (e.g. don't wear the same clothes they did the Tesco shop earlier to work).</p>
2.3	Arrival	<p>On arrival, if the pub is open to customers, staff should arrive via the flat entrance.</p> <p>Immediately on arrival, they must sanitise their hands.</p> <p>Coats and bags must be left in the lockers – each employee will be assigned their own lockers and cannot use others. And logged in staff diary</p> <p>Front of house will be provided with a pen and pad and cloth. This must be kept with them at all times and must not be shared!</p> <p>PPE will be made available to staff.</p> <p>Employees should bring their own filled drinks container to limit trips to the bar for refreshments.</p> <p>Where shifts would typically be commencing at the same time, these will be staggered if necessary.</p>
2.4	Uniform Change/Removal	<p>Staff should not arrive in their uniform but get changed in the upstairs changing room on arrival.(flat toilet)</p> <p>Staff should not leave in their uniform but change before returning home.</p> <p>Staff should wash themselves and their workwear as soon as they get home.</p> <p>If it is not practical to change on the premises, the advice is to change for work at home immediately prior to leaving to travel to start your shift and change out of your workwear as soon as you get home.</p>
2.5	Moving around the building	<p>There will be a one-way flow throughout the building which should be followed when the pub is open to the public. There will be occasions where this is not practical. When this happens, employees are advised to maintain social distancing where practical.</p> <p>Each staff will be given a certain job to do i.e. , bar, orders or taking food out at the start of your shift, Example: bar staff will not need to be in the kitchen, kitchen staff should not be behind the bar.</p> <p>Bar area: where possible, only one person should be behind the bar</p> <p>Cellar: only one person in the cellar at any one time</p> <p>Kitchen: the kitchen will be split into separate 3 work zones, with the aim that there is only one employee in each area. Where this is not practical, employees should ensure they back to back or wear PPE and they are washing and cleaning down surfaces every 20 minutes or more often.</p>
2.6	Kitchen areas	<p>Kitchen staff should aim to remain in their kitchen zone as much as possible.</p> <p>When this is not possible, staff should not loiter in the other zones and return to their workstation as soon as practical</p>

Item No.	Area	Control
		<p>If kitchen staff have to work in the same area work back to back or side to side</p> <p>Pot wash person to where PPE at all times. Waiting on staff to inform pot washer when entering the kitchen so the pot wash person turns to face the wall.</p> <p>Work surfaces should be cleaned down frequently during the shift.</p> <p>Only one person should be accessing the freezers/fridges at any one time.</p> <p>Handles need to be wiped down frequently.</p> <p>Keep fans on and back door open as much as possible to improve airflow</p> <p>Where possible, only one person should be assigned to working kitchen equipment (microwave, fryers). When this is not practical, staff must ensure that handles are wiped down regularly</p>
2.7	Equipment and Machinery	<p>Front of house – FOH staff will be required to keep their own pen and pad & mini sanitiser</p> <p>Bar Staff – will be required to keep their own pen, pad</p> <p>Tills – only one person should be using the same till in any session. The nominated users will be assigned by management. If others do need to use the till, they should wipe down the cover prior to use and wipe down again afterwards.</p> <p>Coffee Machine – one person will be assigned the coffee duties at any one time. When this is not practical other users should wipe the handles down immediately before and after use.</p> <p>Phone – one person will be assigned phone duties at any one time. If they are unable to answer the phone, it should be left to go to answer machine and the message collected later and sanitise after each use</p> <p>PDQ- sanitise via blue roll after each use</p> <p>Kitchen Staff – chefs are recommended to use their own knives where possible. They should avoid the sharing of utensils. Utensils in constant use should be washed on a regular basis.</p>
2.8	Deliveries and Contractors arriving on the Premises	<p>Deliveries – request to all suppliers that where possible, deliveries are made when the pub is closed to the public.</p> <p>Staff are reminded to maintain social distancing when accepting deliveries.</p> <p>Staff must wash hands once a delivery has been accepted and put away.</p> <p>Contractors – where a contractor is required on the premises, they will be asked where possible, to visit when the pub is closed to the public. They will be asked to wash their hands upon arrival and staff will maintain social distances for the duration of their visit.</p>
2.9	Other areas to consider with specific controls	<p>Garden</p> <p>keep garden gate open to avoid multi touching of the handles</p> <p>No additional risks are identified specifically for the garden area</p> <p>For the short-term Golf and play area not to used. Put up signs and barriers to inform customers . Management to check at regular intervals</p>

Item No.	Area	Control
		<p>Tables to be 2m apart and not to be moved</p> <p>BREAFAST SERVICE No breakfast buffet. Guests to order juice and cereals and hot food and staff to bring to a service table for collection by the customer</p>
2.10	Staff toilet use	Staff should use only the disabled toilet.
2.11	Interactions with Customers	<p>Taking orders at tables: orders must be taken at tables and from a distance of 1 metre plus. Employees must not loiter and engage in further conversation with customers</p> <p>Taking orders at bar(outside only): orders must be taken at till 2 and the customer behind the table in front of the bar. Drinks will be taken to the table to avoid customers returning to retrieve drinks. Waiting on staff will deliver the drinks to the table. Customers will be asked to move away from the bar area once their order has been fulfilled.</p> <p>Delivering food and drinks to tables: For drink orders, Drinks will be delivered on trays. Waiting on staff will place the tray of drinks on the table and placed on the service table and ask the customers to collect the glasses from the table. . Once the tray is empty, the wait staff will collect and remove, wiping it down when returning to the tray stack. Outside drinks will be placed on the table at the bar for the customer to take.</p> <p>For food orders, these will be placed on the service table near the customers table by the wait staff, using cloths and the wait staff will step back promptly and ask the customer to collect.</p> <p>Clearing tables: waiting on staff will where possible/practical, ask customers to place their empty crockery/glasses on the service table for its safe removal.</p> <p>Returning glasses: these will be placed at the side of the bar. The bar staff will drain and stack them into the dishwasher</p> <p>Returning plates: these will be placed inside the kitchen. The kitchen staff will scrape and stack prior to washing.</p> <p>Outside: There will be a glass and crockery return station, where customers can return empty glassware and crockery to the station which the wait staff will maintain. This is not practical for indoors so will not be installed.</p> <p>Returning glasses: these will be placed on the side of the bar by wait staff. The bar staff will drain and stack them in the glasswasher</p> <p>Returning crockery: these will be placed inside the kitchen. The kitchen staff will scrape and stack prior to washing.</p>
2.12	Interactions with Colleagues	Interaction with colleagues cannot be avoided. Where possible, handovers should be undertaken standing side by side and not face to

Item No.	Area	Control
		<p>face, 1 metre plus apart where possible.</p> <p>Where staff are part of the same household then the social distancing measure do not apply, and staff can work closer together. However, if one member of the household shows symptoms, then all members of the household must isolate. The person showing symptoms for 7 days and rest of the household for 14 days.</p>
2.13	Use of the Office Space	<p>Unless part of their role or requested by management, employees should not be in the office. If they are in the office, a distance of 2 metres must be kept between individuals.</p> <p>Before using any equipment, hands must be cleaned</p> <p>Any equipment / surfaces used must be wiped down before and after use, e.g. phone, laptop, printer, drawer handles</p>
2.14	Staff area	<p>Staff changing room. Staff are asked to minimise personal items that are brought into work.</p> <p>Employees that will be changing in the workplace will be allocated a section of the changing room in which to use.</p> <p>The door handles will be wiped down at the start and end of every day. Employees are asked to wash their hands often.</p>
2.15	Leaving Work	<p>Employees are requested to wash their hands before leaving the workplace and are recommended to shower/ wash immediately upon returning home.</p>
2.16	When a member of staff or their immediate family feel unwell	<p>Staff should follow the existing process if they become to feel unwell at work.</p> <p>Alert the shift manager who will arrange for the employee to be isolated and arrange for them to return home.</p> <p>Staff have been advised to ensure they are aware of the current symptoms of covid-19.</p> <p>If a member of staff has symptoms of Covid-19 then the following actions will be carried out:</p> <ul style="list-style-type: none"> • Separate the ill person from others by at least 2m • Dial 111 or use 111 online to obtain the correct advice if necessary • If possible, the ill person should wear a face covering. <p>If the staff member does need to self-isolate ensure that this takes place and they do not return to the workplace until it is safe to do so ensuring no one of their household has symptoms etc.</p> <p>Advise staff to be tested where appropriate.</p>

3.0 Customer Journey

Item No.	Area	Control
3.1	Capacity	<p>Tables have been blocked off to use and those remained spaced to allow for the 1-metre plus distance to be observed.</p> <p>Staff have been advised not to move the tables from their position.</p>

Item No.	Area	Control
		<p>Customer signage will advise the same. If staff observe furniture being moved, they will ask the customer to refrain from doing so. Any breaches by customers will mean they are asked to leave. Bar stools have been removed from the bar area, to avoid customers remaining at the bar for longer than is necessary.</p> <p>In the event of inclement weather, if customers can be seated outdoors then they will be moved indoors. If there is no space inside, they will have to get wet or go home. Signage ahead of booking will explain this.</p>
3.2	Booking	<p>Customers are advised that booking is advised and they are likely to be turned away if they don't and we do not have sufficient space to accommodate them and maintain social distancing safely.</p> <p>Booking arrival times will be staggered to avoid arriving en masse.</p> <p>If customers arrive early and their table is not available, they may be asked to wait in their cars until it is.</p> <p>At busy times, we may advise customers that their table is booked for a set amount of time at which point they will have to move. This will be made clear to customers at the time of booking and is to ensure the flow of customers is minimised at cross over times.</p> <p>As per government requirements, we will advise that their contact details will be stored for 2 weeks in the event that we are asked for their details as part of the government's track and trace programme.</p> <p>If it rains, customers will be sat inside, If this cannot be achieved, they will be asked to leave.</p>
3.3	Arrival – outside the property	<p>Customers will be asked to enter via the front door (and NOT the car park) Clear signage will be in place outside the entrances showing customers what to expect and how we expect them to behave when on the premises. Signage will also request that customers should not enter if they are feeling unwell.</p> <p>As well as sign clear instructions will be placed on social media to demonstrate what the key changes are – both for them and what we are doing as employers.</p>
3.4	Arrival – entering the property	<p>Where practical, doors into the pub will remain open, avoiding multiple door handle touching. Customers will be met, asked to sanitise hands before being shown promptly to their table, where the new processes will be explained e.g. one-way system, toilets, asking customers to remain seated, table service. This will not be required on subsequent visits, unless reminders are required</p> <p>Families will be asked to look after their children to ensure that social distancing is maintained. If customers fail to follow the guidelines, they may be asked to leave.</p> <p>Accommodation guest to be taken straight to room with no filling out of check in form. All information should be on initial booking sheet Let the</p>

Item No.	Area	Control
		guest open the bedroom door and do not carry the guests luggage for them
3.5	Moving around / walking to tables	<p>Customers will be expected to stay seated at all times, moving only for journeys to the toilet or the bar, when only one member of the party should go (e.g. only one party member should go to the bar, only same family members should go to the toilet)</p> <p>Customers should follow the one-way system in order to minimise contact with other patrons and staff.</p>
3.6	At the Bar	Depending on the order, the drink will either be served direct to the customer on the front bar table or they will be asked to sit back down and the drinks delivered to their table by wait staff.
3.7	Ordering Food and Drink	<p>Menus will be printed and laminated. These will be cleaned before and after being handed to customers.</p> <p>Menus will also be on social media and on the website.</p> <p>Menus will be kept behind the bar – so customers cannot help themselves.</p> <p>Menus will be the responsibility of the wait staff.</p> <p>On occasions that disposable menus are provided (weekends), customers will be asked to take them home with them.</p> <p>Waiting on staff will take food orders at the table. Customers cannot order food at the bar (with the exception for outside tables)</p>
3.8	Going to the Toilet	<p>only one person (or family) may use the toilets at any one time.</p> <p>Signage will be on display to advise customers on one person in the toilet at any one time.</p> <p>Queueing for the toilet</p> <p>In the scenario that a queue forms for the toilet, signage, markings will advise customers to maintain a safe distance. If the queue exceeds three people, staff will politely request that they sit down until the queue subsides.</p> <p>This will be reviewed after opening and any additional controls will be considered in order to mitigate any issue arising.</p> <p>Outer toilet door to be open to avoid touching surfaces</p> <p>Sanitisers to be placed in toilets</p>
3.9	Paying	<p>Contactless will be recommended and, where possible, undertaken at the table.</p> <p>Where not possible, payment will be taken at the bar, by the bar staff.</p> <p>Bill wallets, if used, will be wiped down before and after use.</p> <p>If cash is used sanitise hands after every transaction</p>
3.10	Leaving the Premises	Customers will be asked to leave via the car park entrance.

4.0 Additional Cleaning and Hygiene Controls

Item No.	Area	Control
4.1	Keeping the Venue	Daily cleaning to continue, paying additional focus on touch points

Item No.	Area	Control
	Clean	such as door handles. Touchpoints such as handles and doors will be sprayed and wiped every 20 minutes (or at appropriate intervals, depending on customer volumes) Staff will be asked to sanitise/wash hands often
4.2	Keeping the Kitchen Clean	Normal cleanliness standards will be adhered to, with surfaces and utensils cleaned as you go.
4.3	Handwashing, Hand Sanitisation Stations and Toilets	Hand sanitisers will be placed across the premises, paying particular attention to entrances and outside the toilets. Soap will be checked in toilets and topped up daily, or more frequently if necessary
4.4	Staff Changing Room	Door handles will be wiped regularly Staff will have a section of the floor space allocated to them and should change in that area only. Staff toilet will be cleaned daily as part of the cleaning schedule.
4.5	Quiz Machine	This will remain switched off until further notice
4.6	Accommodation	Only one staff member to clean each room , gloves provided for each room cleaned. Sanitiser and aprons will be provided for each staff member Check in for guest to be staggered. Accommodation front door to be opened from morning to night.
4.7	Condiments and Cutlery	These will be brought to the table once food has been ordered. Condiments will be in sachet form and delivered on request. Tables will be empty when customers arrive.
4.8	Taka away	customer to be given a time slot with 10 mins interval between each customer for pick up. Entrance via front door main entrance. If the food is not ready, ask the customer to stand by T22 to wait. Food placed on a table then staff member steps away for the customer to pick up
4.9	Camping	Camper vans telephone the pub to inform of arrival , advise guest where to park. Ask the guest to use their own facilities in their vehicle. No tents at present time